

**Department of Environmental Protection
Montgomery County, Maryland**

DIVISION OF SOLID WASTE SERVICES

This month, the DSWS Call Center staff processed our 1,000,000th
Customer Service Request since 1999!



COLLECTIONS GROUP CALL CENTER STAFF

First Row (left to right) Deborah Jones and Monica Morillo

Second Row (left to right) Sandesha Hannah, Lina Paz, Rashi Birndorf, Cathy Murrell

Third Row (left to right) James Buhl and Jonathan Louis

***MONTHLY REPORT
JULY 2009***



Printed on Recycled and Recyclable Paper

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OVERVIEW

Tonnage at a Glance

The following table shows key material flows during the current month, fiscal year to date (FY Total), and the current calendar month in the two prior fiscal years. (County Fiscal Year 2010 began July 1, 2009.)

FACILITY	Jul FY10	FY10 Total	Jul FY09	Jul FY08
Materials Recovery Facility ⁽¹⁾	6,576 tons	6,576 tons	7,036 tons	7,866 tons
Brunswick Landfill Facility ⁽²⁾	16,733 tons	16,733 tons	20,331 tons	27,616 tons
Resource Recovery Facility ⁽³⁾	46,476 tons	46,476 tons	48,924 tons	54,131 tons
Yard Trim Compost Facility	3,275 tons	3,275 tons	3,540 tons	2,212 tons

(1) MRF tons reported as outgoing.

(2) Refers to waste sent to the landfill for disposal (ash residue and nonprocessible waste). It does not include rubble and bulk natural wood waste that is recycled.

(3) RRF tonnage refers to tons burned (processed). Waste shipped from the Transfer Station but not burned is in the pit and is not included in the tonnage presented here. These tonnages are preliminary, with adjustments made in the September and December monthly reports.

Revenue Analysis and Systems Evaluation

During July, program staff:

- Researched properties and entered billing changes into the database;
- Continued work on the Equity Enhancement Study for Task Order #25;
- Prepared monthly house counts for collection contractors;
- Processed vacancy refunds payable in July;
- Updated Access™ databases and Excel™ spreadsheets for monthly Refuse and Recycling Collection contractor reports;
- Continued routine research and correction of solid waste fee abnormalities as they emerge in the property tax database;
- Generated Hauler/Collector Credit Account invoices for July 2009 totaling \$1,254,923.40 (a decrease of \$210,241.09 below July 2008);
- Updated the Aging Report (30-day arrearage was \$29,407.70 as of August 7, 2009);
- Reconciled July 2009 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Began entry of the data from the six-month hauler/collector tonnage report forms for the period January 1 through June 30, 2009;
- Continued to update and verify information in the Division of Solid Waste Services' (DSWS) Fixed Asset Database;
- Assist with ongoing implementation of the License Database system, and begin reviewing DSWS IT services;
- Solid Waste charges were mailed out on the newly created billing form for the Non-Residential customers; and
- Completed FY09 year-end fiscal process.

CITIZEN COMMITTEES

Dickerson Area Facilities Implementation Group (DAFIG) – The next meeting will be held on Tuesday, September 8, 2009, at the Gothic Barn in Dickerson.

Solid Waste Advisory Committee (SWAC) – The next regular monthly meeting is scheduled on Saturday, September 12, 2009 at the Recycling Center in Derwood.

COLLECTIONS

Resident Missed Collection Complaints:

July 2009	68
July 2008	174
Difference	-106

Call Center:

Calls received	7,698
E-mails received	1,667
Voicemails received	189
Bulk trash requests	2,153
Scrap metal requests	2,330
Blue bin requests	1,198
Blue cart requests	344

Public Outreach:

- **Survey Cards:**

The Public Service Workers distributed 1,494 survey cards in July and received 10.4% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	81%	18%	1%	0%	0%
County Staff	78%	22%	0%	0%	0%
Recycling Crews	68%	27%	4%	1%	0%

The Call Center mailed out 244 survey cards in July and received 13.9 percent of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	65%	32%	3%	0%	0%
County Staff	78%	13%	9%	0%	0%
Recycling Crews	41%	47%	12%	0%	0%

- **Website Survey:**

For the month of July, 6 residents responded to our website survey. The following are percentages detailing resident satisfaction with our recycling programs, county staff, and collection crews:

	<u>Excellent</u>	<u>Good</u>	<u>Average</u>	<u>Fair</u>	<u>Poor</u>
<u>Recycling Programs</u>	50%	33%	0%	17%	0%
<u>County Staff</u>	34%	33%	0%	33%	0%
<u>Recycling Crews</u>	50%	33%	0%	0%	17%

Enforcement Actions:

- Citations: One citation was issued in the month of July.
 - 48-21(b) collected solid waste after 9 p.m. and before 7 a.m. within 500 feet of a residential structure. Issued to Potomac Disposal at 18938 Quail Valley Boulevard.
- Notices of Violation: Two Notices of Violation were issued in the month of July.
 - 48-24(b) improperly stored and/or permitted solid waste to accumulate. Issued to 20027 Lumaryn Place, Gaithersburg.
 - 48-19(b) collected and/or transported solid waste within the county without a valid collector's license. Issued to World Transportation Corporation, 15204 Key West Highway.

Web Site:

The following is information gathered from the Montgomery County Solid Waste web site in July 2009:

Solid Waste Services Website

Unique Visitors	44,375
Page Loads	137,551

Email List Memberships

Topic	Members	New subscribers this month
Holiday Reminder	13,084	86
HHW Announcements	4,063	70
Newsletter Helper	2,067	42
Facility Updates	1,454	40
Electronics Recycling	1,280	72
GoGreen	419	53
Total Subscriptions	22,367	363

Live Chats

Live and email follow-ups	47
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Most Popular Web Pages

1. Transfer Station
2. How do I...
3. Collection Services
4. Bulk Trash
5. Household Hazardous Waste
6. Holidays
7. Recycling Center
8. Curbside Recycling
9. Scrap metal recycling
10. Trash collection

WASTE MINIMIZATION

Product Recycled	Approximate weight recycled in July 2009 (tons)
Computers	71 tons
TVs	122 tons
Propane Tanks	2 tons
Textiles	13 tons
Construction Materials (Don't Dump – Donate)	4 tons
Vehicle Batteries	18 tons
Rechargeable Batteries	0 ton

HAZARDOUS WASTE PROGRAMS

Household Hazardous Waste (HHW) Collection – 5,373 patrons dropped off household hazardous wastes, and contractor personnel solidified 60 cubic yards of paint this month.

Small Quantity Generator/ECOWISE Program – There were 13 ECOWISE participants this month.

WASTE REDUCTION

Bicycle Recycling – “Bikes for the World” removed 3 tons of bikes this month for restoration and shipment to countries worldwide.

Paint Reduction – The HHW Free Paint Program gave away 1100 gallons of paint to 22 patrons this month. No paint went to Honduras this month.

NEW ‘GOGREEN’ Website – The new *GoGreen* website, (www.montgomerycountymd.gov/GOGREEN) will be a one stop site for all environmental programs and information for residents and businesses. During the month of July, the site had 274 hits.

Straight Vegetable Oil (SVO) Recycling – The Transfer Station has a vendor that accepts Waste Vegetable Oil (WVO) for the sole purpose of bio-diesel production; 1 ton of SVO was shipped out for processing into biodiesel in July. <http://www.montgomerycountymd.gov/veggieoil>.

AIR PERMITS AND ENVIRONMENTAL PROGRAMS

Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions – The CEMS reported no instances of stack gas emissions exceeding permitted concentration limits during the month of July.

Oaks Landfill Air Emissions and Energy Recovery – SCS Engineers, Inc. continues to conduct monthly gas sampling and analysis at the Oaks Landfill under an engineering services contract. Methane concentrations were sampled twenty-four times averaging 50.3 percent by volume. Those concentrations were sampled at least four hours apart, at both blower and flare inlets July 1 and 9; once each day at the blower inlet on July 2 and 28, plus fourteen times over a nine hour period on July 16. Gas flow rates, measured once each day at the flare inlet on July 1, 9 and 16 averaged 769 scfm.

TES Contract (Weather Station) – All of the instrumentation worked normally in May. Data recovery for all parameters was 100 percent for the month. The total rainfall for the month was 2.18 inches.

WASTE REDUCTION AND RECYCLING

Public Education and Outreach – Work was completed on revising existing educational materials and was delivered in early July. DSWS staff coordinated and worked with staff from the Tiger Woods Foundation and their vendors to ensure that recycling containers were in place for participants and players during the AT&T National golf tournament held July 1-5, 2009. DSWS staff conducted daily trainings for 85 temporary employees whose responsibilities included monitoring and emptying refuse and recycling containers. Staff made a presentation to the Metropolitan Washington Council of Government's Recycling Committee on the Division's Recycling Volunteer Program. Volunteers have begun assisting staff with hanging door hangers in communities across the County to raise awareness about the materials that can be recycled at the curb as well as those that can be recycled by taking them to the recycling drop-off area at the Transfer Station/Recycling Center. The door hanger utilizes graphics and is printed in 9 languages and braille. Work is underway to develop all FY10 task orders.

On-Site Composting and Waste Reduction Activities – In July, a total of 204 compost bins were distributed to encourage residents to compost their leaves and grass clippings on-site. Work is underway to schedule several composting presentations and demonstrations for late summer and fall.

Recycling Investigations Unit – Since the unit was established, 22,629 site visits and 2,829 formal investigations have been conducted. In July, 34 NOVs were issued to businesses and multi-family properties for infringements against the recycling regulations and Chapter 48. Three (3) citations were issued to businesses and a multi-family property for failure to recycle required materials and failure to maintain the premises by permitting solid waste to be stored outside of storage containers.

Commercial Recycling and Waste Reduction – The SORRT Program conducted 1,028 on-site visits of businesses in July. Staff resolved two complaints, participated in five events reaching 305 people and responded to 95 requests for information ranging from educational materials to presentations for property managers, tenants, and employees. Staff delivered 684 desk-side recycling containers to help businesses start or improve their recycling programs. Work continues on field verifying Calendar Year 2008 Annual Business Recycling and Waste Reduction Reports to ensure the information submitted on the reports is accurate. The fourth issue of the quarterly SORRT Network Newsletter was mailed out at the end of July. All work has been completed on FY09 task orders including developing a training program for janitorial and maintenance staff and designing three new educational posters to place in recycling collection areas for businesses.

Multi-Family Recycling and Waste Reduction – The TRRAC Program conducted 346 on-site visits to multi-family properties in July to monitor the status and progress of their recycling programs. Staff participated in one multi-family property educational event that reached 48 people. Staff also responded to 35 requests for information, resolved four resident concerns and distributed 137 multi-family recycling bins. Staff concluded field verification of the Multi-Family Annual Recycling and Waste Reduction Reports covering Calendar Year 2008 to ensure the information submitted on the reports is accurate. The report on the survey of multi-family property residents to ascertain recycling awareness, perceptions and participation was finalized. The survey report will help the Division tailor its assistance to multi-family properties and prepare educational materials that will be beneficial to managers and residents and effective in increasing multi-family recycling achievement. Task orders for fiscal year 2010 projects to improve multi-family recycling participation were drafted.

Mixed Paper Recycling – Existing educational materials were distributed to residents at several events. Larger quantities of materials were also provided to homeowner associations and civic groups for their use and distribution.

Volunteer Activities – Eleven volunteers provided 50 hours of their time to support recycling activities in July. Four volunteer recycling block captains contributed 6 hours of time disseminating information about recycling, grasscycling and composting to their neighbors in Bethesda and Rockville; seven volunteers contributed almost 22 hours of time at three outreach events; and two volunteers contributed 22 hours of office assistance. Eight new volunteers participated in a volunteer orientation session on July 16 and five new volunteers participated in mini orientation sessions provided throughout the month. The Recycling Volunteer Program recruited three new volunteers and seven prospective volunteers in July.

PILOT PROGRAMS

Cooperative Collection/Alternative Collection – The SORRT Program continues to monitor the Cooperative Collection Projects in Silver Spring to ensure that the participants are recycling properly. No major issues arose during July.

FACILITY ACTIVITIES

Resource Recovery Facility (RRF) – The RRF processed a total of 46,476 tons, or 1,499 tons per day. Trash deliveries averaged 10,839 tons per week. On July 4, shortly after reducing load, a vibration was detected on the T-3 turbine bearing. After an investigation, the unit was shut down on July 5 for repairs. Unit #2 was then removed from service to conserve fuel and Unit #3 was removed from service the following day for the same reason. Turbine repairs were completed on July 9 and the unit was returned to service along with Units #2 and #3. However, Unit #2 developed a front wall header drain line leak and was removed from service on July 10 to make repairs, after which it remained down until July 13 to conserve fuel.

There were no OSHA recordable incidents this month. However there was an OSHA incident associated with new construction of the aqueous ammonia storage area. On July 31 a worker fell through an opening in a newly installed platform. The injuries from the fall lead to the death of the worker. There is an on-going investigation going at this time.

There were no generation emergencies issued by PJM during this month. There was a need to purchase 469.5 MWh of power during the month.

The following environmental activities occurred:

- Submitted the June 2009 Water Supply Monthly Operating Report to MDE.
- Submitted the semi-annual report required by 40 CFR 60 Subpart Cb to EPA Region III and MDE.
- Submitted the Sixmon Report to MDE.
- Submitted the 2nd quarter 2009 NPDES discharge monitoring report to MDE.
- Notified and submitted a spill report to MDE on a July 11, 2009 incident and cleanup.

Materials Recovery Facility (MRF) – Approximately 1,921 tons of commingled material were shipped out and approximately 4,655 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility in July 2009. Lighting in the tipping area was replaced with more energy efficient, long-life (35,000 hours) bulbs and greater lumens producing lights. Lighting was added at the glass sorting station. Belts, pulleys and bearing were replaced on the conveyor transporting steel cans to the silo and to the conveyor which transports material from presort to the steel magnet.

Oaks Landfill – On behalf of the Northeast Maryland Waste Disposal Authority (NMWDA) and the Division of Solid Waste Services (DSWS), SCS Engineers, Inc. (SCS) reached Substantial Completion for the gas-to-energy project as of July 16, 2009. Power was generated to the PJM grid near the end of the June and has continued through July. The remote metering capability for PJM through the Comcast data line is not yet installed. SCS continues to complete Punch List items.

Gude Landfill – On behalf of NMWDA and DSWS, SCS reached Substantial Completion for the gas-to-energy project as of July 13, 2009. Power was generated to the PJM grid near the end of the June and has continued through July. The remote metering capability for PJM through the Comcast data line is not yet installed. SCS continues to complete Punch List items.

The Yard Trim Processing Facility Project and all related activities have been placed on hold until it can be potentially incorporated into the Gude Landfill Remediation Plan.

The Gude Landfill Remediation project has been initiated (June 2009). The initial work stage, Phase 0 – Aerial Mapping, Field Survey, and Limits of Waste Delineation will provide formal documentation of the Landfill property boundary with limits of waste and surveyed locations of infrastructure. Phase 1 – Nature and Extent Study (future) will assess and characterize the existing environmental conditions and extent of contamination from the

Gude Landfill. DSWs continues to provide information to the Community and MDE regarding on-going and future proposed activities at the Landfill. Monthly meeting with the Community and DEP/DSWS regarding the Gude Landfill Remediation will continue on a monthly basis.

Solid Waste Transfer Station – Covanta shipped 48,824 tons of processible waste via rail from the Transfer Station to the RRF; 5,325 tons less than shipped in July 2008.

The inbound radiation detectors had 26 alarms – 1 false alarm (an alarm that could not be re-verified); 9 alarms involved a driver or passenger who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation; and 15 alarms by vehicles that were identified as containing low levels of medical isotopes with short half-lives in trash. One load was rejected because the radiation was unacceptable for disposal, RSO removed the radiation source for proper disposal.

The Public Unloading Facility radiation detectors had 14 alarms. All alarms involved drivers or passengers who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation.

Transfer Station Enforcement – Under Chapter 48 of the Montgomery County Code, a total of 19 enforcement actions were taken during the reporting period. The enforcement composition breakdown includes: 2 citations, 2 NOVs, and no verbal warnings issued for expired or outdated collectors' tags; 1 citation, 6 NOVs, and 1 verbal warning were issued for unlicensed hauler or collector; 3 citation, no NOVs, and 1 verbal warning were issued for cardboard mixed with waste for disposal; 1 notice of violation was issued for illegal dumping of solid waste; no enforcement actions were issued for operating a collection vehicle without a tight-fitting cover; and 1 verbal warning and 1 citation were issued for an unmarked detachable container.

Site 2 Landfill Properties – Repairs continue on the barn on the Draper Farm. Structural repairs are complete, but the doors need to be fixed and the barn needs to be painted. Design work continues on the Site 2 ponds. A report of charges from DGS (Department of General Services) was received for the month of June.

Yard Trim Compost Facility – The facility received 3,275 tons of material for composting; this compares with 3,540 tons of material received during the same period last year. No material was diverted to back-up composting facilities. There were 1,801 cubic yards of bulk LeafGro™ shipped this month; compared with 3,212 cubic yards for the same period last year. There were 388 cubic yards of Linden Farm Humus sold; this compares with 47 cubic yards for the same period last year.

Bagging Operation – 17,250 bags of LeafGro™ were shipped to distributors. This compares with 16,700 bags shipped during the same period last year. (Each bag is 1.5 cubic feet weighing 45 lbs.)

In July, zero 20 1-cubic foot bags of LeafGro™ were sold. This compares with zero bags during the same period last year.

In July, 500 bags of Compro™ bags were shipped to distributors. This compares with 200 bags during the same period last year.

OUT-OF-COUNTY HAUL

Brunswick County, Virginia – Approximately 14,231 tons of ash residue and 2,502 tons of nonprocessable waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc., Landfill in Brunswick County, Virginia.

Perry Hall Maryland – Approximately 5,786 tons of asphalt, soil, concrete, and brick and block were sent to the Honeygo Run Recycling site in Perry Hall, Maryland, for construction and demolition recycling in the month of July. This recycling site was added due to Republic Waste acquiring Allied Waste which broadens our options in the Out of County Contract with Allied Waste, now Republic. This site is beneficial to Montgomery County because it is much closer than the Brunswick Waste Management Facility Landfill, and we are able to recycle more types of materials. In the past, we used the Recycling Center in Laurel, Maryland, which takes fewer types of construction and demolition materials for recycling. Now we can transport more tonnage per load due to an agreement to only use larger demolition trailers and additional materials to Honeygo Run and decrease our landfill waste.

GENERAL INFORMATION

Important Telephone Numbers

General information on solid waste	240-777-6400
Customer Service	240-777-6410
Transfer Station	240-777-6560 (County Office) 301-916-3031 (Covanta) 301-330-2840 (MES)
Materials Recovery Facility	240-777-6591 (County Office) 301-417-1433 (MES)
Resource Recovery Facility	240-777-6494 (County Office) 301-916-3031 (Covanta)
Yard Trim Compost Facility	301-428-8185 (MES)
Internet for DSWS	www.montgomerycountymd.gov/solidwaste www.montgomerycountymd.gov/recycling www.montgomerycountymd.gov/hazardouswaste www.montgomerycountymd.gov/useitagain www.montgomerycountymd.gov/yardtrim www.montgomerycountymd.gov/veggieoil www.montgomerycountymd.gov/GOGREEN

Note: All comments, questions, and suggestions on the contents of this report should be addressed to:

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SOLID WASTE FACTS IN A NUTSHELL

TOPIC OR FACILITY	
Latest Tonnage of Materials Recycled in a Fiscal Year in Montgomery County	553,501 (FY08)
Latest Recycling Rate Reported in Montgomery County	44.3% (FY08)
Recycling Goal	50% by December 2010
Resource Recovery Facility (RRF)	Permitted Capacity = 657,000 tons per calendar year (based on 5,500 BTU/lb waste)
Yard Trim Compost Facility	<p>Under the Sugarloaf Settlement Agreement, operations are limited to the receipt of 77,000 tons per fiscal year.</p> <p>In FY08, 74,040 tons of yard trim were received at the Dickerson Facility.</p>
# Residences receiving trash collection by County contractors	90,332
# Residences receiving collection of recyclables in blue bins and yard trim collection	209,948
Term of out-of-county waste transportation and disposal contract with Brunswick Waste Management Facility, Inc.	June 19, 1997 through June 30, 2012 with an option for a five-year renewal. (Service started October 20, 1997.)

GLOSSARY OF ACRONYMS

BTU	British Thermal Unit
CEMS	Continuous Emissions Monitoring System
DAFIG	Dickerson Area Facilities Implementation Group
DEP	Department of Environmental Protection
DSWS	Division of Solid Waste Services
DGS	Department of General Services
EPA	United States Environmental Protection Agency
FY	Fiscal Year
HHW	Household Hazardous Waste
MCPS	Montgomery County Public Schools
MDE	Maryland Department of Environment
MES	Maryland Environmental Services
M-NCPPC	Maryland-National Capital Park and Planning Commission
MRF	Materials Recovery Facility
MSW	Municipal Solid Waste
NMWDA	Northeast Maryland Waste Disposal Authority
NOV	Notice of Violation
OMB	Office of Management and Budget
OSHA	Occupational Safety & Health Administration
PJM	Pennsylvania-New-Jersey-Maryland
RRF	Resource Recovery Facility
SCFM	Standard cubic feet per minute
SCS	SCS Engineers, Inc.
SORRT	Smart Organizations Reduce and Recycle Tons
SWAC	Solid Waste Advisory Committee
SVO	Straight Vegetable Oil
TRRAC	Think Reduce and Recycle at Apartments and Condominiums
WVO	Waste Vegetable Oil